

~~CONFIDENTIAL~~

## Office Memorandum • UNITED STATES GOVERNMENT

TO : Chief, Intelligence School

DATE: 2 December 1958

FROM : Chief, Clerical Training

SUBJECT: Weekly Report No. 47, 25 November - 1 December 1958

1. Clerical Refresher Training Conducts Survey. In an effort to learn the correlation between class achievement and office improvement and production in the skills, [ ] analyzed nine typing cases during the week of 17 November 1958 after the termination of 4 weeks' training. As a result of a discussion with the supervisors and/or training officers of each typing student, it was learned that in each case the student was doing much better in her office if she was typing at all (two girls classified as clerks were not yet typing). In general, the consensus was that there was a marked improvement not only in the quality of the work performed in the office but also in the amount of the work completed. It is interesting to note that in one case where, in the classroom, the instructor evaluated only mediocre development, the office indicated decidedly noticeable on-the-job improvement so much so that action was taken for the individual's promotion.

2. Tutorial Telephone Training Conducted. On 24 and 25 November the Clerical Orientation staff conducted two sessions of tutorial telephone training. The participants were four employees from FI/RQM/RC and their supervisor. The major problem was the misunderstanding of station symbols and numbers as they were transmitted over the phone. The staff was able to devise problems specific to the handling of numbers and letters, and allowed the students to record their voices in actual conversations so they could hear their own faults. It is the feeling of C/COT that the use of the recorder was especially revealing and beneficial, and that the two sessions were well received.

3. Security Discussion To Take Place. On 24 November, [ ] from the Office of Security contacted the COT staff. He was interested in determining whether or not the facets of Security taught in the course are in keeping with current Office of Security policy. He will meet with [ ] on 2 December. At this time [ ] will tell him what is taught in COT and will, in turn, be briefed on the most recent security practices. These will be immediately incorporated into the course.

*This is important evidence that office performance is improved, as classroom test scores go up.*

~~CONFIDENTIAL~~

**CONFIDENTIAL**

Weekly Report No. 47, 25 November - 1 December 1958

4. Numbers in Clerical Induction Training. During the week of 25 November 1958, there were 58 people in Clerical Induction Training. Of these 14 were entering for the first time.

5. Results of Official Agency Testing Administered by Clerical Induction. The results of the tests administered to the entrance-on-duty employees for the week of 25 November 1958 were as follows:

	<u>Tested</u>	<u>Qualified</u>
Shorthand	3	0
Typewriting	6	3

6. Results of Official Agency Testing Administered by Clerical Refresher. The results of the tests administered to the entrance-on-duty employees for the week of 25 November 1958 were as follows:

	<u>Tested</u>	<u>Qualified</u>
Shorthand	5	0
Typewriting	6	0

7. Audit of Filing Course. Representatives from the Organization and Methods Staff and the Records Management Staff met with Clerical Induction Training instructors to discuss the contents of the course on Agency filing methods which is taught in that section of Clerical Training.

Previously a request was made by Clerical Induction Training for a member of the Records Management Staff to audit this particular course in order to determine the accuracy and adequacy of the lesson plans being used. At this meeting arrangements were made for [redacted] to audit the four-day training sessions during the week of 2 December 1958.

Because it is felt that the on-the-job employees need to be given a review of Agency filing practices, tentative plans were made to consider a refresher or follow-up filing course of approximately four hours' duration. This topic will be discussed more fully after this audit has been completed.

